



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake Investigation and Response	
Chapter:	D	SPRU	1-28-2013
Subchapter:	1	SPRU Administration	
Issuance:	300	Coverage and Registering for Duty	

Scheduling Coverage 5-21-2012

Upon soliciting input from their respective SPRU staffs, each SPRU Coordinator is responsible for drawing up a coverage schedule for the local SPRU operation, and submitting it to SCR at least two weeks in advance of the start of the calendar month.

SCR will only accept complete rosters (i.e., rosters in which a SPRU Worker(s) and a SPRU Supervisor(s) is assigned to each and every shift for the given month). If members of the local SPRU team are not interested in working a particular shift, the SPRU Coordinator may assign the shift to an employee on the waiting list who has completed required training and passed the SPRU test (see [CP&P-II-D-1-200](#))

Once the schedule is submitted, SPRU staff are responsible for providing coverage for their designated shift(s) of service. If an individual is not able to serve for his or her designated time, he or she is responsible for securing coverage for the shift(s). See [CP&P-II-D-1-200](#), Coverage Systems.

Registering for On-Call Duty 5-21-2012

Use CP&P Form [9-1](#), DCF Registration Form (After-Hours Response), to register for on-call duty as a SPRU Worker, SPRU Supervisor, or an IAIU Supervisor, in accordance with Guidelines for Registering. When registering, provide your full, legal name, as it appears in NJS. SPRU Buddies do not register for duty with SCR.

Complete the form in accordance with form instructions. Send it electronically to SCR to register for on-call duty for one or more consecutive shifts of service that day or night. Register via E-mail address dcfspruregistration@dcf.state.nj.us; attach the completed CP&P Form [9-1](#). SCR staff input registration information onto the SPRU roster on a daily basis.

Do not use CP&P Form [9-1](#) to advance-register for future SPRU duty. Complete one form per calendar day when serving on-call.

As an alternative, register for duty by Voice Mail. (Ask the local SPRU Coordinator for the telephone number to call, for exclusive use by SPRU/IAIU staff.) When registering by Voice Mail, speak clearly, slowly, and in a normal voice (not a whisper); provide all of the following information:

- name (provide your full, legal name, as it appears in NJS; do not give nick names, etc.),
- county(s) of SPRU service or IAIU,
- shift(s) of service,
- capacity of service (i.e., whether serving as a SPRU Worker, SPRU Supervisor, or IAIU After-Hours Supervisor; and, if as a SPRU Worker, indicating whether serving in a "primary" or "back-up" position; and, if primary, whether "Primary Number One" or "Primary Number Two"),
- State-issued cellular phone AND home/land line telephone or personal cell phone contact number.

Do not attempt to register for on-call duty by any other means. SCR staff will not accept registration by direct telephone contact or fax.

Tip: To prevent "forgetting" to register on time - based on presenting situations, meetings, or unforeseen crises at the workplace - it is suggested that SPRU Workers and SPRU Supervisors register for SPRU service while still at home, before leaving for work on a day in which they are scheduled to work SPRU that night.

SPRU Buddies - Private Arrangements 7-5-2011

SPRU Buddies do not register for on-call duty with SCR. Private arrangements for communication must be made between the Primary SPRU Worker and his or her Buddy, outside the SCR operation (e.g., exchange cell phone numbers, home telephone numbers, schedules, etc.).

Guidelines for Registering 5-21-2012

To register for on-call service for the DCF After-Hours Response System, complete DCF Form [9-1](#), DCF Registration Form (After-Hours Response), in accordance with Registering for On-Call Duty. If unable to register electronically, call in to Voice Mail at SCR. Proceed as follows:

- Complete DCF Form [9-1](#), DCF Registration Form (After-Hours Response), or call in to Voice Mail to register for duty each day scheduled to serve on-call:
- Weekdays, before 12 p.m., when going on-call either 5 p.m. that night and/or 1 a.m. the next morning;

- No later than 9 a.m. on weekend days and holiday days, when going on-call any shift that day or night (9 a.m., 5 p.m., or 1 a.m. the next morning), in strict accordance with the SPRU Weekend and Holiday Registration Protocol.
- Advise SCR, upon initially calling in and throughout on-call duty, whether he or she can be reached by State-issued cell phone/wireless device, personal cell phone, and/or land line telephone; and
- Maintain contact with SCR by calling in on an hourly basis and speaking directly with SCR staff, when, and if, a cell phone is unavailable or becomes inoperable, and the on-call staff member cannot be accessed directly by a land line telephone.

Two means of contact are required upon registering for on-call SPRU duty. The State-issued cellular phone is the primary means of contact. When registering for duty, provide a second means of contact as well.

Each county SPRU operation and the IAIU operation establishes guidelines to assure that on-call staff who serve that operation are made aware of these time frames, procedures, expectations, and consequences for repeatedly failing to comply.

As a further effort to enforce these guidelines, SCR (work day operations) contacts - by telephone or E-mail - the SPRU Coordinator that day, to advise the local operation when an employee has failed to call in to register for duty that night, or has called in late to register for duty (30 or more minutes past the registration deadline). The SPRU Coordinator is responsible for securing coverage for the SPRU shift(s) for the local county SPRU operation.

Suspension for Repeatedly Failing to Register on Time 1-28-2013

Upon an employee's third (3rd) failure to register with SCR for coverage by 12 p.m. on business (work) days and/or by 9 a.m. on weekend days and holidays within a rolling six (6) month period, the employee may be suspended from SPRU service for a minimum of three (3) months (90 days).

This rule applies to any employee who serves the DCF After-Hours Response System in one or more capacities (as a SPRU Worker, a SPRU Supervisor, and/or an IAIU After-Hours Supervisor).

"Rolling six month period" means a floating six month window of time which begins on the date of the first offense and ends six months from that very date. The start date adjusts over time, moving the entire six month window of time forward. An employee - serving as a SPRU Worker or a SPRU/IAIU Supervisor - may be suspended from SPRU service if he or she has three (3) violations within any six (6) consecutive months.

Example:

First Offense - January 2, 2012

Second Offense - May 8, 2012

Third Offense - August 15, 2012

Fourth Offense - November 5, 2012

In that January 2, 2012 to August 15, 2012 exceeds six months, the six month period of time rolls forward. The "new" start date becomes May 8, 2012. In that three (3) offenses have occurred within the six month period from May 8, 2012 to November 5, 2012, action is warranted under this policy on November 5, 2012. The offending employee is subject to suspension.

Each local SPRU Coordinator and the Director of IAIU are responsible for enforcing registration requirements with his or her local SPRU staff. SPRU Coordinators are authorized to suspend employees from SPRU service for repeatedly failing to register for duty in accordance with the tenets of this policy. The suspension takes place before the next monthly SPRU coverage schedule is posted at SCR.

After-Hours Response System staff on suspension or terminated from SPRU service cannot work for the DCF After-Hours Response System in any other capacity elsewhere in the Department of Children and Families.

After the three (3) month suspension period ends, the employee may return to the active SPRU roster if this was a first suspension. Repeat suspensions require further review by the Local Office Manager and the Area Director.

When an employee returns from suspension, his or her "slate is wiped clean." The six month period begins fresh, anew. If the employee again fails to register on time, that failure is "offense number one."

SPRU Weekend and Holiday Registration Protocol 8-29-2011

SPRU WEEKEND AND HOLIDAY SCR REGISTRATION PROTOCOL

Register with SCR before 12:00 noon on Friday for:

The 5 p.m. Friday - 1 a.m. Saturday shift

The 1 a.m. - 9 a.m. Saturday shift

Register with SCR between 5:00 p.m. Friday and 9:00 a.m. Saturday for:

The 9 a.m. – 5 p.m. Saturday shift

The 5 p.m. Saturday – 1 a.m. Sunday shift, or

The 1 a.m. – 9 a.m. Sunday shift

Register with SCR between 5:00 p.m. Saturday and 9:00 a.m. Sunday for:

The 9 a.m. – 5 p.m. Sunday shift

The 5 p.m. Sunday – 1 a.m. Monday shift, or

The 1 a.m. – 9 a.m. Monday shift

Register holiday shifts with SCR between 5:00 p.m. the day before the holiday and 9:00 a.m. the day of the holiday for:

The 9 a.m. – 5 p.m. holiday shift

The 5 p.m. – 1 a.m. shift that follows, and

The 1 a.m. – 9 a.m. shift the day after the holiday

Giving Up or Changing an Assigned Shift 7-5-2011

When an employee determines that he or she cannot provide SPRU coverage as scheduled, it is his or her responsibility to secure coverage by another member of the County SPRU "team" for his or her assigned shift(s), and to advise his or her SPRU Coordinator and SCR of the name of his or her replacement. Consult the SPRU Coordinator for the local protocol. The SPRU Coordinator may assist the employee in securing coverage in exceptional situations.

Whenever possible, E-mail notifications of shift changes in advance, to document the coverage arrangement. Send the E-mail message to SCR, the SPRU Coordinator, and the SPRU Worker who will work the shift.

Arranging Coverage to Prevent Simultaneous Service 7-5-2011

Employees may not serve the Department of Children and Families simultaneously in more than one paid capacity. If SPRU staff are not available to serve on-call due to unanticipated day work responsibilities, he or she is responsible for arranging alternative coverage to prevent simultaneous service, as specified below.

The only exception is staff who serve the DCF After-Hours Response System on paid State holidays, whereby it is permissible for staff to be in paid status on holiday leave while simultaneously earning Special Services pay working SPRU or screening at SCR.

SPRU Worker

To avoid the possibility of double compensation and/or a compromised SPRU response, an employee is prohibited from conducting CP&P or DCF "day work" -- emergency field response activities, case recording, etc., for pay or other compensation -- while on-call to serve as a SPRU Worker.

A SPRU Worker, whose daytime work responsibilities extend into his or her scheduled SPRU shift, must notify the SPRU Supervisor and SCR immediately to activate back-up coverage until the SPRU Worker becomes available to resume coverage. In these circumstances, the SPRU Worker is required to forfeit shift pay for the entire on-call shift. Shift pay cannot be prorated/divided between staff. If back-up is activated (i.e., SCR assigns a case to the Back-Up SPRU Worker), the Back-Up SPRU Worker is given shift pay as well as active-hour pay. If the scheduled SPRU Worker later becomes available to receive a case during the eight-hour shift, he or she may resume duty for the remainder of the shift, and earn active-hour pay only for any cases assigned to him or her from SCR.

SPRU Buddy

To avoid the possibility of double compensation and/or a compromised SPRU response, an employee is prohibited from conducting CP&P or DCF "day work" -- emergency field response activities, case recording, etc., for pay or other compensation -- while on-call to serve as a SPRU Buddy.

An employee scheduled to work as a SPRU Buddy for a county SPRU operation which schedules SPRU Buddies on a regular, ongoing basis, based on a pre-approved Buddy Protocol, is responsible for being available, in a state-of-readiness for a SPRU assignment during the entire SPRU shift. See III [CP&P-II-D-1-400](#), State of Readiness. SPRU Supervisor

To avoid the possibility of double compensation and/or a compromised SPRU response, an employee is prohibited from conducting CP&P or DCF "day work" for pay or other compensation while on-call to serve as a SPRU Supervisor.